

NON-ESCALATION, DE-ESCALATION, AND CRISIS MANAGEMENT

COURSE OUTLINE



PROBLEMS ADDRESSED

The *Non-escalation, De-escalation, Crisis Management* training program is focused on interacting with someone who is:

- unknown to you or who presents a likelihood of conflict
- expressing disagreement or refusing a request
- confronting you with anger, shouting, and/or ranting
- experiencing an inability to cope with a situation and exhibiting at-risk behaviors
- demonstrating aggressive and/or violent behaviors

TARGET AUDIENCE

This program is meant for all contact professionals—individuals who spend the vast majority of their time directly interacting with the general public or their organization’s clients (e.g., staff in healthcare, education, behavioral health, social services, transit, hospitality, and retail).

However, the principles of this training program also bring value to organizational teams who want to reduce lateral violence/ bullying and increase team performance.

COURSE DESCRIPTION

This training program focuses on how to

- predict and prevent conflict (*non-escalation*)
- reduce conflict or crisis after it has started (*de-escalation and crisis management*)
- end an interaction to achieve the best possible outcome and establish a strong foundation for the next interaction
- deal with conflict head-on, rather than avoiding it or accommodating people by giving in just to appease them.

This program emphasizes the use of the four elements of communication: proxemics, non-verbals, verbals, and paraverbals) and stops short of physical-engagement tactics. For physical tactics training, please refer to the *Vistelar Personal Protection*, *Positive Intervention*, and/or *Physical Alternatives* training programs.



Addressing the Entire
Spectrum of Human Conflict

For more information go to www.vistelar.com

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BENEFITS

Participants will gain the knowledge, skills, and abilities to

- recognize difficult behaviors that may compromise safety
- engage with others in ways to maximize safety without making things worse
- resolve disagreement and refusal and generate cooperation
- de-escalate verbal confrontations and crisis situations
- stay safe and promote recovery in dealing with people with mental health issues
- end interactions better than they started and with a positive foundation for future contact
- recognize when verbal methods have failed and it is necessary to take further action
- know appropriate options for taking further action when aggression or violence compromises safety
- articulate the reasons for taking action

Organizational results include:

- enhanced customer satisfaction
- improved client outcomes
- decreased risk and liability
- protected reputation

The results within your team will include

- increased safety
- improved productivity and morale
- more confidence in managing conflict
- less absenteeism and turnover
- better personal relations
- fewer workers compensation claims

TOPICS COVERED

The *Non-escalation, De-escalation, Crisis Management* training program covers the following topics:

- Non-Escalation
 1. Core Principle: Treat People with Dignity by Showing Respect
 - Empathy
 - Trauma Responsiveness
 - Social Contract
 2. Be Alert & Decisive
 3. Respond, Don't React
 4. Showtime Mindset
 5. Proxemics 10-5-2
 - Proxemics Methods
 6. Universal Greeting
 7. Beyond Active Listening
- De-Escalation
 - Persuasion
 - Redirection
 - Crisis Management
- Ending an Interaction
 - Appropriate Action
 - Closure
 - Ethical Intervention

